

PRABIN NEUPANE

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Khalifa Street, Hamdan

Abu Dhabi, United Arab Emirates



OBJECTIVE:

A hardworking individual with a good experience seeks a challenging and rewarding position, where I can actively contribute to and participate in organization growth and success and work towards self activation.

PERSONAL INFORMATION:

- **Date of Birth:** 02 JANUARY 1997
- **Nationality:** Nepalese
- **Gender:** Male
- **Marital Status:** Single
- **Passport No:** 09113514

PERSONAL SKILLS:

- *Physically fit, able to stand for a long period of time doing routine manual work.*
- *Assure to provide an excellent level of service to the team.*
- *Polite, courteous and committed at all times.*
- *Excellent communication skills.*
- *Good in time management and Teamwork.*
- *Quick learner and Prioritizing task.*
- *Adept in Technology.*
- *Flexibility, Adaptability and Analytical.*
- *Leadership skill, Business sense & Negotiation skill.*

PROFESSIONAL SKILLS:

- *Hygiene knowledge - Advanced*
- *Food Presentation Skill - Advanced*
- *Good Communication skill - Advanced*

- *Customer service skills - Advanced*
- *Commercial skill - Advanced*
- *Handel Administration and pepper work - Advanced*
- *Conflict Management and work ethics skills - Advanced*
- *Manage Multiple task - Advanced*

WORK EXPERIENCE:

Salesman (2013-2014)

Bhatbhateni Supermarket, Pokhara Nepal

- *Assist in weekly sales promotion.*
- *Design and put together store displays.*
- *Supervise baggers and other cashiers and assist customers in finding items.*

Barista (2016-2018)

Shakespeare and Co. – Emirates Hills, Dubai

- *Discuss beverage items, make suggestions and answer any inquiry.*
- *Prepare and present beverages according to recipe and presentation standards.*
- *Completes opening and closing duties for each shift.*
- *Monitor and order inventory. Dismantle and clean machinery as needed.*

Captain Waiter (October 2018-2020)

Shakespeare and Co. – Bawabat Al Sharq Mall

- *To ensure diners are receiving high-quality service.*
- *Day-to-day duties range from training all servers, overseeing the proper order and flow of dishes. To keep dining areas clean and organized in all sections.*
- *Responsible for taking a proactive approach to guest relations.*
- *Coordinates with the Restaurant Manager and performs all service as per requirement.*
- *Maintained cleanliness of the café and stores to health,safety and hygiene standards at all times.*
- *Supervised Restaurants and café service for the purpose of giving satisfactory service to guests.*
- *Checked weekly inventory of cutlery,grocery,glassware and linen.*

- *Train new employees and provide ongoing training for all staffs*

Head Waiter (2021 August-2022)

Sola Cafe & Restaurant–Sheikha Fatima Park, Abu Dhabi (Khalidiya, Al Bateen street)

- *Managing customer concerns and complaints about staff using conflict resolution skills.*
- *Training new staff in food service technique and restaurant procedures*
- *Ensured exceptional customer service and resolved customer satisfaction issues for the restaurant.*
- *Assist guests regarding the food and beverage menu in an informative and helpful way.*
- *Makes suggestions based on the guest preferences and up-sell when appropriate.*
- *Perform other duties as may be assigned by the restaurant supervisor or manager from time to time.*
- *Offered quality of customer service by treating every customer as family and built strong relationships resulting in repeat business.*
- *Must follow all cash handling policies and procedures.*

-Restaurant Supervisor (2022 November - 2023 August)

Farmers Bistro Cafe & Restaurant–Umm Al Emarat Park, Abu Dhabi (Mushrif, Mhmd Bin Khalifa st.

-Restaurant Supervisor (21st August, 2023 - Present)

VAPIANO | Pizza & Pasta lounge (self service & Live kitchen concept)

- *Setting goals for performance and deadlines in ways that comply with the company's plans and Vision.*
- *Organizing workflow and ensuring that employees understand their duties delegated tasks.*
- *Monitoring employee productivity and providing constructive feedback and coaching.*
- *Receive complaints and resolve problems.*
- *Attend weekly team meetings to maintain levels of communication across the team.*

- *Ensuring that all equipment used is in safe working order, Checked regularly and any faults reported to management.*
- *Maximize company profits through rigorous analysis and control of both wastage and portioning as well as sales data.*
- *Take Responsibility for stock control , including ordering , acceptance , maintenance of stock levels and stock rotation , and report & return of any sub-standard items.*
- *Apply attention to detail to the way in which food and drinks are presented ensuring the customer receives a quality product every time.*
- *To continuously collect feedback from the guest and report to the management.*
- *work duty manager shifts as and when required.*

EDUCATION AND TRAINING:

- *School Level Certificate (S.L.C)- Tri-Padma Vidyashram secondary school. (2012)*
- *2nd Year – International Institute of Hotel Management.*
- *Basic computer Microsoft,Excel,Powerpoint,outlook & Email.*
- *The Basic Food Hygiene Training course (2nd level from Becker Food safety)*
- *The Basic Food Hygiene Training course (1st level from becker Food safety)*

Character References: Available upon request.

I hereby certify that the above information is true and correct to the best of my belief.

Prabin Neupane

Applicant's Signature